

RFP for Supplying, Personalization and Fulfilment of RuPay On-the-Go Smart Payment Key Fob

Ref: CO/DBD/KEYFOB/138/R1/2022-23 dated 18/04/2022

Annexure I – Clarifications

Sl No	RFP Point No/Title	Page No in RFP	Details Provided in RFP	Query/ Changes Requested	Replies To Queries
1.	2. Contract validity period	29	The contract shall be valid for a period of Two (2) years. The Bank intends to order 50,000 RuPay On-the-Go Smart Payment Key Fob with Packaging in the contract period as specified in Section IX – Commercial Bid	We request bank to share month on month quantity requirement for entire 24 months. This will help the bidder to arrive the exact bank requirement for each month & block the chip for the bank.	As the product is new, projections cannot be provided.
2.	3. Personalization of Rupay Smart Payment Key fob	30	Bidders will dispatch the packaged Rupay Smart Payment Key fob as per their arrangement with courier/India post and monthly payment will be released as per invoice submitted by bidder for personalisation and dispatch cost.	Rupay Smart Payment Key fob needs to dispatch bank branches or Individual customer? If Key fob needs to dispatch to bank branches then, Kindly confirm the minimum order quantity per dispatch to each branches along with branch address. Kindly share the quantity breakup between individual dispatch and branch dispatch	All Key fob will be dispatched to individual customer address.
3.	3. Personalization of Rupay Smart Payment Key fob	30	Bidders will dispatch the packaged Rupay Smart Payment Key fob as per their arrangement with courier/India post and monthly payment will be released as per invoice submitted by bidder for personalisation and dispatch cost.	Our understanding is that bank will pay the dispatch / Postage charges directly to postal department. Kindly confirm. We request the bank to kindly keep dispatch / Postage charges outside from L1 calculation	Bidder has to pay the dispatch charges and fixed despatch rate are to be provided in commercial. Monthly payment of dispatch along with personalization / embossing/packaging will



					be paid after submission of invoice.
4.	6. Turnaround Time.	30	The Bidder will maintain a Turn Around Time (TAT) as detailed below: RuPay On-the-Go Smart Payment Key Fob – Within 2 working days for dispatch of packed Key fob from receipt of Key fob Track data file.	Requesting a TAT of 3 working days.	Kindly adhere to the terms of RFP
5.	6. Turnaround Time.	31	Item : Non production of proof of dispatch of key fob within 2 working days from submission of track File generated.	Requesting 4 working days.	Please adhere to the TAT as per the RFP Kindly adhere to the amended clause.
6.	6. Turnaround Time.	31	The Bidder shall be charged penalty for not adhering to the TAT at the rate of Rs. 10.00 per day per key fob not produced/dispatched subject to a cap of 10% of total invoice value.	Requesting to revise the penalty clause to Rs 2.00 per day per key fob not produced/dispatched subject to a cap of 1% of total invoice value.	Kindly adhere to the terms of RFP
7.	12. Delivery	32	Personalized /Non-personalized Wearable Payment Key Fob Within 2 working days from receipt of payment key fob data file	Please let us know the approx. quantity per day.	Required details will be shared with the selected bidder.
8.	12. Delivery	32	TAT - Within 2 working days from receipt of payment key fob data file	We request the bank to kindly revised the TAT 4-5 working days from receipt of payment key fob data file	Kindly adhere to the terms of RFP
9.	16. Design/Logo/text	33	The design/logo/text for key fob and collaterals (user guide, welcome kit, terms and conditions	a)Please share Key fob Design, Dimensions and material details to arrive at costing. b) Number of Logos on Key fob.	Rupay On the go Key fob will be on standard NPCI Rupay NCMC specifications. Certification with NPCI will



			etc.) shall be specified and approved by Bank.	Dimensions of Logo. How the Logo to be placed on the key fob? c)Will it be Laser engraving? Embossing? Printed? Colour or B/W logo? d)Specification of Chip and antenna. e)Any desired size for antenna? f)Certifications and testing for the Key fob/ antenna?	be required. Details will be shared with the selected bidder.
10.	25. PAYMENT TERMS	37	100% payment will be released for the key fob only, once the Smart Payment Key Fobs are procured and kept in safe vault	Our understanding is that bank will make the 100% payment for the key fob and Welcome kit stationery within 30 days from the date of receipt of an invoice. and for Personalization and dispatch payment will be made on a monthly basis. Kindly confirm	Once the Smart Payment Key Fobs are procured and kept in safe vault, 100% payment will be released for the key fob only. Payment for stationary, personalization, packing, dispatch and Return key fob management will be paid monthly as per payment terms of the RFP.
11.	36. Project timelines	45	The bidder will within a period of 4 weeks from the date of the Purchase Order,	Due to Pandemic, Global Level Crisis, Economic Crisis and Unforeseen War Situation getting materials on time is very difficult, So we request the bank to kindly provide 8 - 10 weeks' time for procuring raw materials.	Kindly adhere to the terms of RFP
12.	2 ELIGIBILITY CRITERIA	46	The bidder must have been in the business of processing and personalization of Rupay On-the-Go Smart Wearables/other wearables for Public Sector	Requesting to revise as follows. The bidder must have been in the business of processing and personalization of MasterCard / Visa / Rupay On-the-Go Smart Wearables/other wearables for	Other wearables means MasterCard/VISA will also be considered



			Banks/Private Sector Banks/Foreign Banks/ Fintechs in India.	Public Sector Banks/Private Sector Banks/Foreign Banks/ Fintechs in India.	
				Since the requirement is for Supply & Personalisation Rupay On-the-Go Smart Wearables. Only the relevant experience in Supply & Personalisation of On-the-Go Smart Wearables as certified by NPCI should only be considered. Having other experience in Supply & Personalization of other wearables other than Rupay On-the-Go will be not have much relevance in this Project. Hence requesting Bank to exclude the term "other wearables" from the clause	Kindly adhere to the terms of RFP
13.	2 ELIGIBILITY CRITERIA	46	Copy of purchase orders (all pages) issued before 31.03.2022 covering scope of work specified in this RFP. A certificate from the Bank/ Fintech clearly mentioning that the services of Bidder were availed for successful processing and personalization of RuPay On-the-Go Smart Wearables/other wearables.	Requesting to revise as follows. Copy of purchase orders, SLAs, email confirming the billing quantity (all pages) issued before 31.03.2022 covering scope of work specified in this RFP. A certificate from the Bank/ Fintech clearly mentioning that the services of Bidder were availed for successful processing and personalization of MasterCard / Visa / RuPay On-the-Go Smart Wearables/other wearables.	Purchase Order/Signed agreement with Bank will be required. Other wearables means MasterCard/VISA will also be considered
14.	5 ELIGIBILITY CRITERIA	47	The Bidder should have processed and Personalized at least Ten Thousand (10,000) RuPay On-the-Go Smart Wearables/other wearables for Scheduled Commercial Banks in India and	Since RuPay Wearables are Newly introduced by NPCI so we request you to revise as "The Bidder should have processed and Personalized at least Ten Thousand (10,000) Master card/ Visa / RuPay On-the-Go Smart Wearables/other	Kindly adhere to the amended clause.



			supplied to Banks during the FY 2020-21 and 2021-22.	<p>wearables for Scheduled Commercial Banks in India and supplied to Banks during the FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22."</p> <p>OR</p> <p>"The Bidder should have processed and Personalized at least Five Thousand (5,000) Master card/ Visa / RuPay On-the-Go Smart Wearables/other wearables for Scheduled Commercial Banks in India and supplied to Banks during the FY 2019-20, 2020-21 and 2021-22."</p>	
				<p>Since the requirement is for Supply & Personalisation Rupay On-the-Go Smart Wearables. Only the relevant experience in Supply & Personalisation of On-the-Go Smart Wearables as certified by NPCI should only be considered. Having other experience in Supply & Personalization of other wearables other than Rupay On-the-Go will be not have much relevance in this Project. Hence requesting Bank to exclude the term "other wearables" from the clause</p>	<p>Kindly adhere to the terms of RFP</p> <p>Other wearables means MasterCard/VISA enabled smart wearables</p>
15.	5 ELIGIBILITY CRITERIA	47	Certificate from Banks	Request you to revise as Certificate from Banks, POs from Banks, emails confirming the billing quantity, SLA with the bank.	Kindly adhere to the terms of RFP



16.	7 ELIGIBILITY CRITERIA	47	The bidder should be in the list of approved vendor of NPCI for Personalization of wearables as on the date of RFP.	Requesting Bank to consider only the certified approved wearables vendors as listed on NPCI portal as on the date of RFP and no the once ones who are in the process of certification as their wearables are not tested in live environment.	Kindly adhere to the terms of RFP
			If certification is under progress with NPCI, it should to be completed and submitted to Bank within 30 days from date of RFP		
17.	C. Packaging Box:	84	Packaging Box	Kindly share the Art paper and cuppa board Paper GSM.	Kindly adhere to the amended clause.
18.	4 COMMERCIAL BID	85	Cost of Dispatch per packaged item	Our understanding freight cost related to dispatch of Key Fob to individual customer or Bank branches will be taken care by bank only. Kindly confirm	Bidder has to pay the despatch charges and monthly payment of despatch will be paid along with personalization /embossing/packaging
				Is the Bank looking for a rough estimate of Cost of Dispatch per packaged item? Or the actual cost. As the actual cost will depend on the location and the TAT	Average cost per package despatch to be taken

